

Welcome to the Census Bureau's New Product Catalog Website!

♦ What's New?

Question: What's new about the catalog?

Answer: You can now use the Census Bureau's web-based catalog —

- ☞ To purchase data products online
- ☞ To learn about Census Bureau products online and for sale
- ☞ To read descriptions of products and related items
- ☞ To search for Census Bureau products
- ☞ To register for Census Bureau-sponsored training courses

You also may order products by mail, fax, or phone.

Question: How is it organized?

Answer: Like its parent web site, www.census.gov, the Census Bureau's catalog is organized by key subject categories; e.g., Census 2000, People, Housing, Foreign Trade, Business information, etc.

Question: What information is available for each product?

Answer: You may view a product at two levels. At the Products level, you will see product titles and brief descriptions, product price, and a "buy" button. To find out more about the product, click on the product title. Helpful "more" links take you to even more information. See [Product Information Tips](#) for more complete information about each of the fields that is available at this level.

Question: I cannot find one of your products in the catalog.

Answer: Can't find what you're looking for or want to learn more before making a decision to purchase? You may visit the Census Bureau's [Question and Answer Center](#) where you can find answers to frequently asked questions or ask your own question. Or, you could phone the Census Bureau's Customer Services Center at 301-763-INFO (4636) for more assistance.

Question: Where may I go for help in using this catalog?

Answer: Use the current HELP menu (where you are now) or contact our Customer Services Center at (301) 763-INFO (4636).

◆ Getting Started

Question: What do I do first?

Answer: You do not need an account to **Browse** or **Search** the catalog. You may navigate its pages just as you would other web pages. If you are a new user and intend to purchase a product, you can create an account by clicking on the **Log In** tab at the top of the **Catalog Home** page. You may also choose to wait to create your account and user profile until you make a purchase and proceed to the **Check Out**.

Question: Once I have found the product(s) I want to purchase over the Internet, what happens then?

Answer: The online process guides you through your purchase using secure connections and standard electronic shopping functionality. Simply add your item(s) to the Shopping Cart and click the "Buy" button. When you are finished Shopping, review and/or edit your line item(s) and click the "Check Out" button. If you have a User ID and Password, you will Log In to complete the financial transaction. Otherwise, you will need to create an account by clicking on New User. You will be asked to provide credit/debit card and shipping information. You may use either American Express, MasterCard, Discover, or Visa cards. To acknowledge your electronic order, you will immediately receive an order confirmation to the email address you provided. If you have any unanswered questions, or need assistance at any point during your online purchase process, you may phone the Census Bureau's Customer Service Center for help at (301) 763-INFO (4636).

◆ Methods of Payment and Shipment

Question: Why must I pay for some of the Census Bureau data products?

Answer: Almost all of the information available from the Census Bureau can be accessed online for free. However, customers prefer some information in a format other than available online. For example, [census maps](#) are available on the Census Bureau's web site [in PDF format](#). Yet, some data users need paper maps, so we sell them in [printed form](#), or to have them handy on CD or DVD discs. Users can get the Census 2000 Summary Files online in the [American FactFinder](#). Some users want to may access and manipulate large data sets (e.g., a table for all 33,178 ZIP Code Tabulation Areas®). To accommodate these kinds of needs, the Census Bureau offers easy-to-use [DVDs or CD-ROMs](#). Librarians and archivists often need data in printed form and as a result may prefer to purchase a print-on-demand report over the free online PDF. In the examples listed above, the Census Bureau offers these alternate formats at a modest cost.

Question: How may I pay for my product?

Answer: Each product description will include payment specifications. Products available from the Census Bureau will designate whether payment should be in the form of check, credit/debit card, or Census Deposit Account. For products available for purchase from the Government Printing Office (GPO), National Technical Information Service (NTIS), or National Archives, you will need to refer to the purchasing information provided by these sellers.

Question: To pay by check, what do I do?

Answer: If your product is included in the online catalog and available from the Census Bureau's Customer Services Center (***Seller: CSC***), you may choose to pay online by check (Automated Clearing

House Network). Your order will be processed following the electronic processing of the payment information.

Or you may mail your check to the Census Bureau's "lockbox" financial depository service provider and agent (Treasury's General Lockbox Network) listed below. Delivery for mailed-in purchases by check generally takes 6 to 8 weeks.

When mailing in your check, please select the product you want from the catalog. Print the product detail page (this is the one that gives the Product Line, Media Type, etc.) and indicate the quantity you wish to purchase. You may also print off and complete a [generic order form](#). Send this, along with your check payable to "Commerce-Census." Send your order to the following address:

US Department of Commerce
US Census Bureau (MS 0801)
PO Box 277943
Atlanta, GA 30384-7943

Notice to customers sending checks directly to the Census Bureau in Suitland, Maryland:

Conversion of Checks: *Any checks mailed directly to the Census Bureau in Suitland, MD will be handled in the following manner:*

If you are presenting a check directly to the Census Bureau, your check will be converted into an electronic fund transfer. When you submit your signed check in the amount of your purchase to the Census Bureau, the Census Bureau will transmit your account and clearinghouse information to its bank using a secure electronic funds transfer process.

Insufficient Funds: Please note that transfers of funds occur directly from your bank to the Census Bureau's bank in real time through the electronic fund transfer (EFT) process. If the EFT process fails due to insufficient funds, we may attempt the EFT process up to three times. Therefore, you may incur associated costs from your bank.

Authorization: By presenting your check directly to the Census Bureau you authorize the conversion of your check into an electronic fund transfer. If the electronic fund transfer cannot be processed for technical reasons, you may authorize us to process the copy of your original check. If you have any questions regarding the electronic fund transfer process, please contact the Census Bureau's Customer Services Center at (301) 763-INFO (4636), Monday - Thursday, 8:30 AM - 5:30 PM ET; Friday, 8:30 AM - 4:30 PM ET, excluding Holidays.

If your product is sold by another center within the Census Bureau, please contact that center for the easiest way to pay by check.

Please allow an additional 5 to 10 days for delivery of any Census Bureau product ordered by check.

Question: Is there a faster way to get my product?

Answer: Yes, if your product is sold by the Census Bureau's Customer Services Center (***Seller: CSC***), the easiest way is to order online through the Census Bureau's catalog by clicking the "Buy" button next to the product you are interested in. You may pay by credit/debit card or electronic check. You may also

send your product request and purchase information (including credit/debit card or electronic check information) by **Courier** to:

US Census Bureau
Customer Services Center
FB3, Room 1579
4700 Silver Hill Road
Suitland, MD 20746

Question: What credit cards do you accept?

Answer: American Express, Discover, Diners Club, Master Card, and Visa.

Question: What is a Census Deposit Account?

Answer: A census deposit account (CDA) is an option for organizations that wish to place money in an account managed by the Census Bureau's Finance Division. This is offered to those customers whose organizations do not allow them to use credit/debit cards or electronic checks for purchases. You will be given a deposit number and the amount of your product purchases will be deducted from this account. You may use a CDA for the purchase of any products available for sale from the Census Bureau. You may contact the Census Bureau's Finance Division at (301) 763-1287.

Question: How do I use a Census Deposit Account?

Answer: Simply place your order with the Census Bureau's identified seller. Give the customer representative the ordering information, including the census deposit account number.

Question: May I place my order by calling (301) 763-INFO (4636)?

Answer: Yes, if the product you wish to order is available from the Census Bureau's Customer Services Center. If you want to order products from another Census Bureau seller, please call the number listed with the product. When you talk to Census Bureau representatives at (301) 763-INFO, they will help you place your order via credit/debit card or will provide you with a Proforma Invoice by USPS mail, fax, or email message to you. You may include this invoice with your check to order the product(s).

Question: May I fax my order to you?

Answer: Yes. If your product is sold by the Census Bureau's Customer Services Center (***Seller: CSC***), you may fax the product name, product ID, quantity, and total price to (888) 249-7295 or (301) 457-3842. Please make certain to include your name, street address, telephone number, and email address (if available), along with your credit/debit card information or your census deposit account number. If your product is sold by another center, please call that center for details on faxing your order to them.

Question: Why can't I add some products to my shopping cart?

Answer: [Online](#) purchases that allow payments by check or credit/debit card can be processed at this time for products available through the Census Bureau's Customer Services Center (***Seller: CSC***) only. To receive free products available from the Census Bureau's Customer Services Center (***Seller: CSC***) please phone (301) 763-INFO (4636) Monday through Thursday between 8:30 a.m. and 5:30 p.m. ET, and Friday's from 8:30 a.m. to 4:30 p.m. ET. For products available by other Census Bureau sellers, please call the telephone numbers listed.

U S C E N S U S B U R E A U

Question: How do you ship your products?

Answer: The Census Bureau's Customer Services Center (***Seller: CSC***) ships all products sold using Federal Express next day services. Unless stated otherwise, shipping and handling have been incorporated into the cost of the product. For products sold by others, contact that seller for more details.

Question. Are there other charges?

Answer: Generally, no. You will not need to pay local, state, or federal taxes and the shipping charges are included with the price. However, if you wish your order to be sent to an international address, including Canada and Mexico, include an additional \$25 for each order.

◆ Discount, Replacement, and Refund Policies

Question: Do you offer discounts for your products?

Answer: Many products are available online for free through the Census Bureau's [American FactFinder](#) data access tool. But some customers prefer products in alternate formats and for multiple users. To better serve these customers, the Census Bureau's Customer Service Center offers bulk discount rates from 40 to 50 percent for many products. Orders of 10 or more with the same Product ID shipping to a single address are eligible to receive a 40-percent discount. Bulk orders of 100 or more of the same Product ID shipping to a single address may qualify for a 50-percent discount. Exempt from the bulk discount are special offers and specific products that may require considerable customer support. Please call (301) 763-INFO (4636) to place your bulk order.

In the event a reseller fails to sell all of the items purchased using the bulk discount procedure (above) before a new version is issued (e.g., the annual release of the *Statistical Abstract* CD-ROM), the reseller may choose to return and replace remaining copies with a newer edition. The Census Bureau's Customer Service Center will accept the unused merchandise and will credit the customer 85 percent of the original unit purchase price for each item returned. Please allow up to 30 to 60 days for your credit/refund to be posted to your account. Refunds for purchases made by checks may take longer than 60 days.

Question: What are your product return policies?

Answer: If you find that the product you ordered is different than expected or is defective, please call (301) 763-INFO (4636). The Census Bureau's Customer Services Center will make every effort to replace it. For products sold by other Census Bureau sellers, please contact them directly for their procedures for product returns.

Returning Products and Applying for Credits (credit cards) or Refunds (checks)

1. You must fill out a Return Merchandise Authorization (RMA) form before returning any CD or DVD. An RMA form is on our *web site (coming soon)* or you can call the Census Bureau's Customer Services Center at (301) 763-INFO (4636) for assistance. Please be sure to provide a detailed description of the reasons for the return request.

Items returned in their original packaging (including shrink-wrapping) will be subject to a 15-percent restocking fee; items returned *without* the original shrink-wrap will be subject to a 30-percent restocking fee.

You will be contacted and provided an RMA number and return instructions within seven business days after your request for return merchandise approval has been received. The RMA number is valid for up to 14 days following issuance. You must re-package any item(s) being returned as originally delivered to you, including all components, materials and documentation. When shipped, please advise the Census Bureau's Customer Services Center of the RMA and tracking number. In turn, the Census Bureau's Customer Services Center will notify you of your exact credit or refund. Please allow 30 to 60 days for your refund/credit to be posted to your account. Check refunds may take longer than 60 days.

2. Authorizations for Credits or refunds for Census Bureau services (e.g., a Census Bureau training course).

Requests by participants to cancel registration in Census Bureau training courses will be honored in the following manner.

Registrants must contact the training facilitator and be given an RMA number to authorize the withdrawal and associated credit/refund. Any completed registration will be subject to a minimum 15-percent administrative processing fee. Refunds granted 30 or more days prior to the course will receive an 85-percent refund; requests 14-29 days before course will receive a 50-percent refund, and no refunds will be issued for cancellations less than 14 days before the course.

The Census Bureau reserves the right to cancel any course 30 days prior to the scheduled event if registrations do not meet the stated participant minimums. (Applicable courses: Understanding Federal Statistics, Using Census Statistics, Any of the 1-day Topical Seminars.)

Refunds/credits are issued by the Census Bureau's Finance Division.

3. Custom products, such as maps, custom CDs, and print-on-demand reports, **may not be returned and refunds/credits will not apply.**

◆ Product Information Tips

Question: What information is available about each product?

Answer: For each product, you will see the product name, the description, list price, and the "buy" icon. If you are certain that this is the product you want, you may add the item to your shopping cart.

Description is, typically, a narrative that describes or provides unique features about the product. Note that some products may be sold by other agencies such as the Government Printing Office (GPO) or the National Technical Information Service (NTIS). The product description will, in such cases, identify the GPO or NTIS stock number. Higher level information about a family of products is available at the top of the page. Levels of geographic coverage often are included in the product description.

"List Price" and "Your Price" are identical for all products. "List Price" is the total price of the product and includes shipping costs to domestic addresses. An additional \$25 charge is applicable for shipments of products to international addresses. No taxes are associated with the Census Bureau products. Subscription items, such as the foreign trade import and export products, require separate product listings for shipments to international addresses.

"Buy" is the link to your shopping cart. If the product is available for free and available from the Census Bureau's Customer Service Center, there will be no "Buy" button. For copies of free items contact our call center staff at (301) 763-INFO (4636).

By clicking the Product Name, you will see additional information to help you decide upon the product. When you are ready to place your online purchase, just click the "Buy" button at the Product Level.

Product ID is a unique identification code associated with every Census Bureau data product. For information on how you might use this code to understand the characteristics of or to locate your product, see [PRODUCT ID](#).

Media Type includes media such as CD-ROM, DVD, Maps, and Publication. For a complete listing see [PRODUCT ID-Media Type](#).

Data Format includes such options as ASCII, Proprietary With Software, and other formats used to display data. For a complete listing see [PRODUCT ID-Data Format](#).

System Requirements includes such options as None, Windows 95, and Windows 98.

Software Provided includes information about any specialized software features that come with the product. Most products will show "None."

Reference Geography lists all or predominant levels of geography presented on the product.

Release Date gives the date for the current release for this product.

Shipped provides information on the number of days needed to ship this product once the Census Bureau's Customer Service Center has received the order. For other sellers, please contact that specific **Seller**.

Contact gives the phone number in the event you want to talk to a person who understands the product and the data within.

Seller gives the abbreviation for the Census Bureau office that sells this product. The abbreviations for Census Bureau sellers are:

CSC - Customer Services Center/Marketing Service Office

FTD - Foreign Trade Division

GEO - Geography Division

HHES - Housing and Household Economic Statistics

MCD - Manufacturing and Construction Division

POP - Population Division

♦ Searching for Products

Question: How do I find the product that I want to order?

Answer: Enter the catalog through the Browse option from the Login Page. There, you will find three options to help locate the products listed in the catalog.

1. Review our "Recommended Items" on the catalog home page to see our most popular and recently released products.

2. Browse from the Census catalog listing (left side of the page). These are the major subject matter areas for Census Bureau products.
3. Search (top right) if you know a bit about the **Product Name**, its **Related Geography**, or its **Product ID**. You will find the "*" or "?" wild cards are useful features. See below.

Question: How do I use the Search function?


Answer: The search function includes **Product Name**, **Related Geography**, **Product Description**, and **Product ID**. The search tool is *not* case-sensitive. Each search yields a maximum of 150 products, displayed 10 at a time. If you see Search Results 1 to 10 of 150 in the dark blue banner, this is a pretty good clue that your search criterion was too vague. Try again by adding additional words to narrow your focus. If you want to scroll down to see the products in the other screens in your search, click on "Next" in the upper right hand corner of the listing.


The search function uses a number of standard search operators and such as *, ? (wildcard), AND, and, &, Not, not, ~, OR, and (). Additionally, the * may be used on either side of a string.


Here are some examples:

Product Name (Product ID in parentheses) and [Reference Geographies in brackets].

 Statistical Abstract of the United States: 2003 CD-ROM--(C1-R03-STAB-15-US1); [US, Regions, Divisions, States, Metropolitan Areas, Cities, Foreign Countries]

 County Business Patterns, 1998: Arizona--(D1-E98-CBPF-00-AZ1); [State, Counties, County Equivalents]

 U.S. Exports of Merchandise on CD-ROM, 2004. Premium Qtrly. Subscription--(CS-F04-EXPQ-09-US1); [Customs districts of exportation]

 Census 2000 Tract Maps: Allen KS--(M1-T00-CTRO-00-20001 <<FIPS code (e.g., 20001 = Allen County, KS FIPS code) is at the end of the string for map products); [States, American Indian/Alaska Native Areas, Counties, Minor Civil Divisions, Places, Census Tracts]

Question: How can I use the Product ID to help search for products, to locate similar products, or to understand the information in the product I have selected?

Answer: With a little practice, the Product ID will be one of your most useful search tools because it contains so much information about the Census Bureau's products. It contains 7 unique components.

Media type: This is a 1-digit alpha code that identifies the major media releases. The media type is included in the Product Detail presentation. The catalog includes the following media types:

A=Custom CD (this is a custom product where the customer specifies the geography to be included on the product. Available only through the Customer Services Center)

C=CD-ROM

D=Print on demand

K=Diskettes

M=Maps on demand

N=Certifications

P=Publications

S=Specialty

T=Training

V=DVD

Type of Product: An alpha/numeric code used to show the issue number of the product (i.e., 1). In the event of a product replacement or re-release, the number corresponds to the re-release (e.g., 2, 3, 4, 5). "K" is the code used if the product is a Kit and "S" is used if the product is a Subscription. Examples include:

1 = Issue Number 1

2 = Issue Number 2

K = Kit

Product Line: An alpha code used to identify a broad family of Census Bureau products, usually from one sponsoring division. The product lines are:

A = American Community Survey

C = Current Population Survey

D = Decennial

E = Economic

F = Foreign Trade

G = Governments

H = American Housing Survey

O = Other Housing

M = Manufacturing and Construction Division (MCD)

P = Population

R = Reference (such as the Statistical Abstract CD-ROM)

S = Survey of Income Program Participation (SIPP)

T = Tiger/maps

Y = Statistical Compendia

Z = Other

Reference Year: A 2-digit numeric code used to identify the year referenced in the product collection. In the case of multiple years on a product, the code references the last year. As examples:

97 = 1997 *or* a product with many years where the *last* reference year is 1997;

00 = 2000 *or* a product with many years where the *last* reference year is 2000;

01 = 2001 *or* a product with many years where the *last* reference year is 2001

Product Acronym: A 4-digit alpha/numeric code used to identify a generic name of a product, generally, the first letters of the main title. In the case the acronym is less than 4 digits, generally, "X" is used as a space filler. Examples include:

EXPA = Foreign Trade's Export Premium Annual Subscription

CTRO = Census Tract Outline map

STAB = Statistical Abstract

Data Format: A 2-digit code used to identify the type of data format on the *electronic* product. For maps, publications, and print-on-demand, the code is always "00." Examples include:

00 = None

01 = ASCII

08 = Census 2000 enhanced software

17 = Access (.MDB)

Geography (or extension): Usually, a 3-digit code that identifies area(s) included in the product. However, it is also used to provide additional information to uniquely identify the product. A product that includes information for the entire US will typically be shown as US1; if the product series includes 3 products for the country, the series will be US1, US2, and US3. For states, the US postal code system is used, such as AL = Alabama and WY = Wyoming.

In the event of detailed products in the TIGER Line series, the FIPS code extension is used for the series.

In the event of detailed products in the Business series, an appropriate acronym is used to help identify the product.

Examples of Product ID's

C1-R03-STAB-15-US1 = 2003 edition of the Statistical Abstract on CD-ROM

P1-R03-STAB-00-GPS = 2003 edition of the Statistical Abstract available from GPO in soft cover

C1-E88-CBPT-01-US1 = 1988 edition of the County Business Patterns for the US on CD-ROM

D1-E94-CBPF-00-AL1 = 1994 edition of the County Business Patterns for Alabama available as a print-on-demand product.

Examples of using the Product ID to search for a product:

For all *Reference* products available on CD, search on **C1-R*** or **C//R***

For all *Economic* products for reference year 2002, search on ***-E02-*** or **//E02***

For all *Census 2000* Census Tract Maps, search on ***00-CTRO*** or **M////CTRO***

◆ Help, I need a contact!

Question: Who is the person who knows about this product?

Answer: Contact the **Subject Contact** in the Product Detail screen.

Question: Who is my customer services representative?

Answer: Contact the **Seller** in the Product Detail screen.

Question: Does the Census Bureau's Customer Services Center have a webmaster?

Answer: Yes, go to our [Ask Census](#) section.

Question: Who can help me with my DVD or CD-ROM installation on a PC or network?

Answer: Contact (301) 763-7710 or check out [TECH TALK](#).

Question: Who is the contact to register general information about your products and services?

Answer: [Go to our Ask Census question #379](#) for complete instructions.

*Source: U.S. Census Bureau, Marketing Services Office
Customer Services Center
Phone: (301) 763-INFO (4636)*